



CITY OF HOUSTON

Municipal Courts Administration

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NEWS RELEASE

For Immediate Release

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Municipal Courts Call Center Blazes Trail with IVR Capability

HOUSTON, Texas – The *One Call Solution Center* of the City of Houston's Municipal Courts Administration Department is now equipped with a 24-hour Interactive Voice Response (IVR) telephone line that provides callers with court information in English and Spanish. It is the first Call Center IVR in a Texas Municipal Court and only the second in the nation.

"The *One Call Solution Center* itself is unique in that Houston is the first to introduce this service for Municipal Court customers. The added feature of the IVR telephonic component provides multiple customers simultaneous convenience of handling the vast majority of their court business without having to come to one of our court locations. Information via the IVR is provided upon request virtually 24 hours, seven days a week and 365 days a year," stated Sahira J. Abdool, Director and Chief Clerk of the Municipal Courts Administration Department.

The IVR system is accessed by calling Houston's 3-1-1 Helpline and asking to be connected to the *Municipal Courts One Call Solution Center*. This partnership utilizes the extensive experience of 3-1-1's call takers to assist when the callers have basic court inquiries. However, if the caller desires to go directly to the *One Call Solution Center IVR*, that too can occur seamlessly with the push of a button. Callers will then have the option to determine what information and services they need. There will also be an option to speak with a live representative from the *Courts One Call Solution Center* for additional assistance during normal business hours (Monday –Friday 8am-8pm). Features of the new IVR system include:

- 1. General information regarding the courts including:**
 - Hours of operation
 - Details about new court services, instructions and procedures
 - Payment options via phone, mail, web, email etc.
 - Court and payment locations
 - Types of acceptable payments
- 2. Specific information regarding tickets and citations:**
 - Via providing the Driver's License or Citation Number
 - Violation Details
 - Accurate Amounts Due
- 3. The ability to make payments by phone using:**

- MasterCard
- Discover
- Visa Debit
- ACH

4. Outbound call functions:

- Reminders for arraignments
- Notification of delinquencies

“Consistent with most major service providers in the private sector, we see this initiative as a continuation of simplifying our services to be more convenient and accessible for our customers. Offering options for self-sufficiency translates into greater usage and customer value. We are actively incorporating this service model into all of our business processes to improve the efficiency and professionalism of Houston’s Municipal Courts,” Abdool added.

For more information on this and other services offered by Municipal Courts, please visit the website at www.houstontx.gov/courts or dial 3-1-1 (outside of Houston city limits dial 713-837-0311).

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